

This listing of claims replaces all prior versions, and listings, of claims in this application.

**Listing of Claims:**

1. (Cancelled)
2. (Previously Presented) The method according to claim 20, wherein the communication network is wireless.
3. (Cancelled)
4. (Previously Presented) The method according to claim 20, wherein the bill is automatically generated.
5. (Previously Presented) The method according to claim 20, wherein the dispatch division also receives information related to the reports of malfunctions.
6. (Cancelled)
7. (Previously Presented) The method according to claim 20, wherein the one of the reports of malfunctions is associated with a twisted pair number.
8. (Cancelled)
9. (Cancelled)
10. (Previously Presented) The method according to claim 20, wherein the dispatch division re-routes the at least one dispatched technician from the first subscriber location to the location different from the vicinity of the first subscriber location based on the information related to the one of the reports of malfunctions.

11. (Previously Presented) The method according to claim 20, wherein the one of reports of malfunctions and the another one of the reports of malfunctions are associated with first and second twisted pairs.

12-18. (Cancelled)

19. (Currently Amended) The method according to claim 10 ~~20~~, further comprising the step of deferring subsequent dispatch of technicians to subscriber locations other than the different location.

20. (Previously Presented) A method of processing reports of malfunctions received by a company having a dispatch division and a billing division, the method comprising:

receiving reports of malfunctions and dispatching technicians in response to the reports;  
receiving, via a communications network, information, provided in an electronic format, identifying a cause of a malfunction underlying one of the reports of malfunctions sent from a vicinity of a first subscriber location, the network providing communications between at least one dispatched technician and the company;

determining, by the dispatch division and based upon the information, that a cause underlying another one of the reports of malfunctions, received from a location different from the vicinity of the first subscriber location, is the same cause identified as underlying the one of the reports of malfunctions;

identifying, by the company, an entity responsible for the cause; and

utilizing the information, by the billing division, to generate a bill to the entity that includes costs incurred for servicing at least the first subscriber.